



# Americans with Disabilities Act – Enforcement of State and Federal Employment and Access Rights Complaint Procedure

Procedure Number: 013  
Supersedes Procedure #013 – 6/1/2019

Approved: 8/10/2020  
Authorized by: Executive Director

Effective: 8/1/2020 - 6/30/2025  
Review Date: 4/30/2025

- 1) **Purpose:**  
To address requests for and complaints about Americans with Disability Act (ADA) accommodation while utilizing Timberland Regional Library (TRL) facilities, programs, services and activities.
- 2) **Scope:**  
This procedure applies to all TRL patrons, employees, volunteers, and the general public.
- 3) **Background:**  
Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. This procedure outlines the provisions of Title II of the ADA, and the rights and obligations of individuals and TRL under federal and state law.
- 4) **Definitions:**
  - A. Qualified Individual: An individual with a disability who meets essential eligibility requirements for receipt of services or participation in programs, activities or services with or without:
    1. Reasonable modification to a public entity's rules, policies or practices;
    2. Removal of architectural communication or transportation barriers; or
    3. Provision of auxiliary aids and services.
- 5) **Procedure:**
  - A. ADA – If anyone utilizing TRL facilities, programs, services or activities believes they have been discriminated against on the basis of a disability in connection with access to TRL facilities, programs, services or activities, they have the right to file a complaint.
    1. The Library Manager or Deputy Director will provide the ADA Complaint Form upon request or direct the complainant to the form's location on the TRL website.
    2. The completed ADA Complaint Form must be filed with the Deputy Director's office.
    3. Individuals who require assistance in completing the ADA Complaint Form should contact the Deputy Director for assistance. The office of the Deputy

Director can be reached via telephone at 360-704-4554 or by email at [kjones@trl.org](mailto:kjones@trl.org).


- B. Equal Opportunity Employment – If employees and/or applicants believe they have been denied the rights afforded to them under state and federal employment law (see Equal Employment Opportunity Policy), they will be provided access to the complaint process listed below. The Deputy Director will act as compliance officer regarding such matters.
1. A complaint should be filed in writing, containing the contact information of the person filing it and a brief description of the alleged violation.
  2. A complaint should be filed as soon as possible, but preferably within 60 calendar days of alleged incident.
  3. An investigation of the complaint shall commence within 15 calendar days of receipt. At this time, the complainant and their representative (if appointed), may submit evidence relevant to the complaint to the Deputy Director.
  4. The Deputy Director or their designee shall issue a written response to the complainant and a description of the resolution, if any, within 15 calendar days of receipt.
  5. The Deputy Director maintains the files and records of all complaints.
  6. The complainant may request a reconsideration of the case in the event they are dissatisfied with the resolution provided. This request for consideration must be made to the Executive Director within 15 calendar days. Following receipt, the Executive Director must meet with the complainant within 15 calendar days to discuss the complaint and possible resolutions for it.
  7. The right of an individual to a prompt and equitable resolution of the complaint filed with TRL shall not be impaired by the individual's pursuit of other remedies as provided by law.

6) **References:**

- A. Equal Employment Opportunities Policy.
- B. Equal Opportunity to Participate Policy.

7) **Citations:**

- A Title II – Americans with Disabilities Act.

 8/10/2020

Cheryl Heywood, Executive Director

*By the enactment of this procedure the Executive Director of Timberland Regional Library is concurrently rescinding any prior policy or procedure within TRL that is either in conflict with or expansive of the matters addressed in this procedure.*

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